

Quality Assurance Survey Performance Ratings

Service Provider	Region	Type of Service	Date	Domain 1. Access and Eligibility	Domain 2. Individual Planning and Implementation	Domain 3. Safety and Security	Domain 4. Rights, Respect and Dignity	Domain 5. Health	Domain 6. Choice and Decision Making	Domain 7. Relationships and Community Membership	Domain 8. Opportunities for Work	Domain 9. Provider Capabilities and Qualifications	Domain 10. Administrative Authority and Financial Accountability	QA Performance Rating
A+ Care Solutions, Inc.	West	Day-Residential, Personal Assistance	4/4/2013	NA	SC	SC	PC	SC	SC	SC	SC	SC	PC	Proficient
AdvanceCare Health Services	Middle	Day-Residential, Personal Assistance	5/9/13	NA	SC	SC	SC	PC	SC	SC	SC	PC	PC	Proficient
Advantage Behavioral Consulting Services	West	Behavioral	3/21/13	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
Allied Behavioral Services	East	Behavioral	2/28/13	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
Anchor for Life, Inc.	West	Day-Residential	3/21/13	NA	MC	PC	MC	SC	SC	SC	SC	MC	MC	Significant Concerns
Applied Behavioral Diagnostics	West	Behavioral	3/27/13	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
Behavior Analysis Consulting	West	Behavioral	8/6/13	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
Behavior Solutions, LLC	East	Behavioral	3/15/13	NA	SC	PC	SC	NA	SC	NA	NA	PC	SC	Proficient
Behavioral Outreach Services	West	Behavioral	3/19/13	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
Behavioral Services of Tennessee	West	Day-Residential, Behavioral	6/17/13	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
BIOS of Tennessee, Inc.	Middle	Day-Residential, Personal Assistance	6/28/13	NA	PC	PC	PC	MC	SC	SC	SC	SC	PC	Fair
Bobbi's Way, Inc.	East	Day-Residential	3/7/13	NA	PC	MC	PC	PC	SC	SC	SC	PC	SC	Fair
Breakthrough Corporation	East	Day-Residential, Personal Assistance	5/28/13	NA	PC	SC	SC	SC	SC	SC	SC	SC	PC	Proficient
Brenda Richardson Memorial Care Home	West	Day-Residential	7/26/13	NA	SC	SC	PC	PC	SC	SC	SC	PC	SC	Proficient
Bunt, Jeanette	Middle	Behavioral	8/16/13	NA	PC	SC	SC	NA	SC	NA	NA	SC	SC	Proficient
C. S. Patterson Training and Habilitation Center	West	Day-Residential, Personal Assistance	8/22/13	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Cerebral Palsy Center, Inc.	East	Day-Residential, Personal Assistance	8/9/13	NA	SC	SC	SC	PC	SC	SC	SC	SC	PC	Proficient
Chip Hale Center	East	Day-Residential, Personal Assistance	5/10/13	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Chris' Home	Middle	Day-Residential	1/14/13	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Clara Butler Nursing and Personal Care Services	West	Day-Residential	2/7/13	NA	SC	SC	SC	SC	SC	SC	SC	SC	PC	Proficient

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Columbus Medical Services (combined survey)	Middle	Behavioral	5/17/13	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
Community Health Developmental Center	East	Day-Residential, Personal Assistance	6/26/13	NA	SC	SC	SC	SC	SC	SC	SC	PC	SC	Proficient
Community Options, Inc.	Middle	Day-Residential, Personal Assistance	4/25/2013	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Complete Care Choices	East	Nursing	2/19/13	NA	NC	NC	SC	MC	SC	NA	NA	NC	SC	Serious Deficiencies
Complete Care Choices	Middle	Nursing	3/27/13	NA	SC	PC	SC	PC	SC	NA	NA	PC	PC	Fair
Comprehensive Services of Tennessee	West	Day-Residential, Personal Assistance	2/7/13	NA	SC	PC	SC	SC	SC	SC	SC	PC	SC	Proficient
Connexus, Inc.	Middle	Day-Residential, Personal Assistance	4/17/2013	NA	PC	PC	PC	PC	SC	SC	SC	PC	MC	Fair
Core Services of Northeast Tennessee	East	Day-Residential, Personal Assistance	8/20/13	NA	SC	SC	SC	MC	SC	SC	SC	PC	SC	Fair
Courtney, Inc.	East	Day-Residential	3/22/13	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
CSI Caregiver Services of Tennessee	Middle	Day-Residential, Personal Assistance	5/2/13	NA	SC	PC	SC	SC	SC	SC	SC	PC	PC	Proficient
Cumberland Community Options, Inc.	Middle	Day-Residential	3/28/13	NA	SC	PC	SC	PC	SC	SC	SC	SC	PC	Proficient
Cumberland Mountain Industries	East	Day-Residential, Personal Assistance	6/27/13	NA	SC	SC	SC	PC	SC	SC	SC	SC	PC	Proficient
D & S Residential Services, Inc.	Middle	Day-Residential, Personal Assistance, Nursing	6/14/13	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Douglas Cooperative, Inc.	East	Day-Residential	3/18/13	NA	SC	SC	PC	PC	SC	SC	SC	SC	SC	Proficient
Elite Behavior Analysis	East & Middle	Behavioral	1/28/13	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
Elldae, Inc.	Middle	Day-Residential, Personal Assistance	6/17/13	NA	SC	SC	SC	SC	SC	SC	SC	PC	SC	Exceptional Performance
Envision, Inc.	East	Day-Residential, Nursing	4/2/2013	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Evergreen Life Services, Inc.	East	Day-Residential, Behavioral, Nursing	7/17/13	NA	PC	SC	SC	PC	SC	SC	SC	SC	PC	Proficient

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Evergreen Presbyterian Ministries, Inc.	West	Day-Residential, Personal Assistance	2/21/13	NA	SC	SC	SC	SC	SC	SC	SC	SC	PC	Exceptional Performance
Exceptional Measures	West	Behavioral	8/20/13	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
Faith Specialized Care Services, Inc.	West	Day-Residential, Personal Assistance	5/22/13	NA	PC	PC	SC	SC	SC	SC	SC	PC	MC	Fair
Freedom Co-op	West	Day-Residential, Personal Assistance	2/21/13	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Friendship Home Solutions, Inc.	Middle	Day-Residential, Personal Assistance, Nursing Therapy	2/14/13	NA	PC	SC	PC	SC	SC	SC	SC	SC	MC	Fair
Gage & Gage, Inc.	West	Day-Residential	2/5/13	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Generations Community Services	West	Day-Residential, Personal Assistance	2/8/13	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Gregory, Mary Eva	Middle	Therapy	8/23/13	NA	SC	PC	SC	NA	SC	NA	NA	SC	SC	Proficient
Grosser, Jason	West	Behavioral	3/5/13	NA	PC	SC	PC	NA	SC	NA	NA	PC	SC	Fair
Guardian Community Living	Middle	Day-Residential, Nursing, Therapy	6/14/13	NA	PC	SC	SC	PC	SC	SC	SC	PC	PC	Fair
Guardian Community Living	West	Day-Residential, Behavioral, Nursing, Therapy	8/7/13	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
HATS, Inc.	Middle	Day-Residential, Personal Assistance	6/7/13	NA	SC	PC	PC	PC	SC	SC	SC	PC	PC	Fair
HCS Investors, LLC	West	Day-Residential	3/15/13	NA	PC	SC	SC	SC	SC	SC	SC	PC	SC	Proficient
Health Angels Staffing	Middle	Nursing, Personal Assistance	2/28/13	NA	MC	PC	PC	PC	SC	NA	NA	MC	PC	Significant Concerns
Hilltoppers, Inc.	Middle	Day-Residential, Personal Assistance, Nursing	5/3/13	NA	SC	SC	SC	PC	SC	SC	SC	SC	PC	Proficient
Homeplace, Inc.	Middle	Day-Residential	8/23/13	NA	SC	PC	SC	PC	SC	SC	SC	PC	PC	Fair
Hope Services, Inc.	Middle	Day-Residential, Personal Assistance, Nursing	4/19/2013	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Hosick, Heidi	West	Therapy	4/22/2013	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
Hot Rod Shannon, Inc.	East	Personal Assistance	2/21/13	NA	SC	SC	SC	SC	SC	NA	NA	SC	SC	Exceptional Performance

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Husband, Beth	Middle	Behavioral	7/12/13	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
Independence, Inc.	West	Therapy	4/25/2013	NA	SC	PC	SC	NA	SC	NA	NA	PC	SC	Proficient
Innovative Behavior Services	West	Behavioral	7/25/13	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
Joey's Yacht Club	Middle	Day-Residential	2/8/13	NA	SC	PC	SC	MC	SC	SC	SC	PC	SC	Fair
Joyful Care, Inc.	East	Day-Residential	7/17/13	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Karmali, Irfa	West	Behavioral	3/25/13	NA	PC	SC	SC	NA	SC	NA	NA	PC	SC	Proficient
Knox County ARC, Inc.	East	Day-Residential	6/11/13	NA	SC	SC	SC	SC	SC	SC	SC	SC	PC	Exceptional Performance
Lacefield Enterprises, Inc.	Middle	Therapy	7/19/13	NA	PC	SC	PC	NA	SC	NA	NA	SC	PC	Fair
Lend A Hand Supported Living	Middle	Day-Residential	7/9/13	NA	SC	PC	SC	PC	SC	SC	SC	PC	PC	Fair
Lighthouse Independent Living, Inc.	East	Day-Residential, Personal Assistance	5/3/13	NA	PC	PC	MC	PC	SC	SC	SC	MC	PC	Fair
Meritan, Inc.	East	Day-Residential	5/3/13	NA	PC	SC	SC	SC	SC	SC	SC	SC	SC	Proficient
Michael Dunn Center, Inc.	East	Day-Residential, Nursing, Therapy	8/9/13	NA	PC	SC	SC	MC	SC	SC	SC	MC	PC	Fair
Middle Tennessee Supported Living	Middle	Day-Residential, Personal Assistance, Nursing	4/18/2013	NA	MC	PC	PC	PC	SC	SC	SC	SC	PC	Fair
Mid-South Area Residential Services, Inc.	West	Day-Residential, Personal Assistancw	8/9/13	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Mountain Visions, Inc.	East	Day-Residential	4/18/2013	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
New Horizons, Inc.	Middle	Day-Residential, Personal Assistance	8/23/13	NA	SC	PC	SC	PC	SC	SC	SC	SC	PC	Proficient
Nia Association	Middle	Day-Residential, Personal Assistance	7/29/13	NA	SC	PC	PC	PC	SC	SC	SC	SC	SC	Proficient
Nicholson Therapies, Inc.	Middle	Therapy	2/28/13	NA	PC	PC	SC	NA	SC	NA	NA	PC	PC	Fair
Omni Visions, Inc.	West	Day-Residential	6/27/13	NA	SC	PC	SC	SC	SC	SC	PC	PC	SC	Proficient
Orange Grove Center, Inc.	East	Day-Residential, Personal Assistance, Nursing, Therapy	6/1/13	NA	SC	PC	SC	PC	SC	SC	SC	PC	SC	Proficient
Pacesetters, Inc.	Middle	Day-Residential, Personal Assistance	6/28/13	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance

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Pauline and Thomas Healthcare, Inc.	Middle	Day-Residential, Personal Assistance	2/28/13	NA	SC	PC	SC	SC	SC	SC	SC	PC	PC	Proficient
Pink Coyote, Inc.	East	Day-Residential	5/15/13	NA	SC	SC	SC	SC	SC	SC	SC	SC	PC	Exceptional Performance
Poke, Demetric	West	Behavioral	7/16/13	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
ProLex Medical Services, Inc.	East	Day-Residential, Personal Assistance, Behavioral, Nursing	7/3/13	NA	PC	SC	SC	PC	SC	SC	SC	SC	SC	Proficient
Prospect, Inc.	Middle	Day-Residential	3/28/13	NA	SC	PC	SC	PC	SC	SC	SC	SC	PC	Proficient
Quality Living, Inc.	Middle	Day-Residential, Personal Assistance	5/23/13	NA	SC	SC	PC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Randolph, Yvonne	West	Behavioral	6/6/13	NA	SC	SC	PC	NA	SC	NA	NA	PC	SC	Proficient
Reaching Visions Today, Inc.	Middle	Day-Residential, Personal Assistance	4/5/2013	NA	SC	PC	SC	PC	SC	SC	SC	SC	PC	Proficient
Rehab at Your Place	West	Therapy	4/30/2013	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
Rehab Resources	Middle	Therapy	5/2/13	NA	PC	PC	SC	NA	SC	NA	NA	SC	PC	Fair
Resources for Human Development	Middle	Day-Residential	2/15/13	NA	SC	SC	SC	PC	SC	SC	SC	PC	PC	Proficient
RHA Community Homes	West	Day-Residential, Nursing	8/23/13	NA	SC	PC	SC	SC	SC	SC	SC	MC	SC	Fair
RHA Health Services, Inc.	Middle	Day-Residential, Personal Assistance	7/19/13	NA	PC	PC	PC	PC	SC	SC	SC	PC	PC	Fair
Shelby Residential and Vocational Services, Inc.	West	Day-Residential	3/28/13	NA	PC	SC	SC	PC	SC	SC	SC	PC	PC	Fair
Sitters and More, Inc.	Middle	Personal Assistance	7/12/13	NA	SC	SC	SC	SC	SC	NA	NA	SC	SC	Exceptional Performance
Speech Pathology Consultants, LLC	Middle	Therapy	4/15/2013	NA	PC	PC	SC	NA	SC	NA	NA	SC	PC	Fair
St. John's Community Services	West	Day-Residential, Personal Assistance	7/19/13	NA	SC	SC	PC	SC	SC	SC	SC	SC	SC	Exceptional Performance
STAR Center	West	Personal Assistance, Nursing, Therapy	4/5/2013	NA	PC	PC	SC	SC	SC	NA	NA	PC	SC	Fair
Starcare of Tennessee	Middle	Day-Residential	8/8/13	NA	SC	SC	SC	SC	SC	SC	SC	PC	MC	Fair
STARS, Inc.	East	Day-Residential	8/29/13	NA	PC	PC	SC	PC	SC	SC	PC	PC	PC	Fair
Sunny Brook Home, Inc.	Middle	Day-Residential	3/4/13	NA	SC	SC	SC	SC	SC	SC	NA	PC	SC	Proficient

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Support Solutions of Tennessee, LLC	Middle	Day-Residential	3/8/13	NA	PC	SC	PC	PC	SC	SC	SC	SC	SC	Proficient
Sympathetic Steps to Success	West	Behavioral	4/17/2013	NA	PC	PC	MC	NA	SC	NA	NA	PC	SC	Fair
Tennessee Family Solutions	Middle	Day-Residential, Behavioral	8/19/13	NA	SC	PC	PC	MC	SC	SC	SC	SC	PC	Fair
Tennessee Personal Assistance, Inc.	West	Day-Residential, Personal Assistance	5/14/13	NA	PC	PC	SC	SC	SC	SC	PC	PC	PC	Fair
Tennessee Personal Assistance, Inc.	Middle	Day-Residential, Personal Assistance, Nursing	7/25/13	NA	SC	PC	SC	SC	SC	SC	SC	PC	PC	Proficient
Tiara's Haven	West	Day-Residential	3/8/13	NA	SC	SC	SC	SC	SC	SC	SC	PC	SC	Proficient
Volunteer Staffing, Inc.	Middle	Day-Residential, Personal Assistance, Nursing, Therapy	5/23/13	NA	SC	PC	SC	SC	SC	SC	SC	SC	PC	Proficient
Volunteers of America	West	Day-Residential	7/19/13	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Volunteers of America	Middle	Day-Residential	8/20/13	NA	SC	PC	PC	SC	SC	SC	SC	PC	SC	Proficient
Warm Hearts Care	Middle	Day-Residential, Personal Assistance, Nursing	7/12/13	NA	SC	PC	SC	PC	SC	SC	SC	PC	MC	Fair
West Tennessee Family Solutions, Inc.	West	Day-Residential, Behavioral	6/12/13	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance

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